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9/14/01

MICHAEL WOODWARD, [REDACTED]

[REDACTED] Manager of Flight Services, AMERICAN AIRLINES (AA), was advised of the identities of the interviewers and the purpose of the interview. WOODWARD furnished the following information:

WOODWARD arrived at work on September 11, 2001, at approximately 6:30 a.m., at the Flight Services office at Boston LOGAN AIRPORT. He attended a meeting at approximately 6:45 a.m., in his office with a flight attendant. The meeting lasted for 15 minutes. WOODWARD prepared for the rest of his workday and at approximately 7:30 a.m., WOODWARD went to AA Flight 11 in order to check on the status of the flight and the flight attendants. WOODWARD spoke briefly with the flight attendants and looked on board Flight 11. WOODWARD did not notice anything which he considered to be unusual on board Flight 11. When the flight attendants told him they were prepared for departure, WOODWARD exited Flight 11.

At some time between 8:15 a.m. and 8:45 a.m., WOODWARD was contacted and asked to go to one of the departure gates. WOODWARD had trouble recalling which gate he went to, but he believes he went to Gate 31 or 32. Shortly, thereafter, WOODWARD realized a flight attendant on board one of the flights had called the Flight Services office to report trouble on a flight. WOODWARD then proceeded to the Flight Services office, where he took a phone call from ANY SWEENEY (True Name: MADELINE SWEENEY), a Flight Attendant on AA Flight 11. The following information was relayed to WOODWARD by SWEENEY via telephone (WOODWARD was unsure whether SWEENEY was on the on-board phones or a cellular telephone):

"The flight has been hijacked. This flight is Flight 11 from Boston to LA. The plane is a 767. I am in the back with BETTY ONG (AA Flight Attendant). A man in business class has had his throat slashed and is presumably dead. #1 flight attendant has been stabbed and #5 flight attendant has been stabbed. There is a bomb in the cockpit. I can't make contact with the cockpit, can you do it?

ALL INFORMATION CONTAINED
HEREIN IS UNCLASSIFIED
DATE 01-26-2007 BY 60324 AUC/BAW/CPB/YMW

9/13/01

Boston, MA

265D-NY-280350-302

9/13/01

[REDACTED]
U.S. Department of State
Massachusetts State Police

BLB:dw

REQ. #35-13

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MICHAEL WOODWARD

9/13/01

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We have paged for a doctor or nurse for the flight attendants. The coach passengers don't know what's happening. BOBBI is not on oxygen and KAREN is. BOBBI is on the floor behind the cockpit. The hijackers are of Middle Eastern descent. One spoke good English and one didn't. It is a rapid descent. Something is wrong. I don't think the captain is in control. I see water. I see buildings. We're very, very low. Oh, my God."

At this point in the conversation, WOODWARD stated the phone went "staticky" for a short time and then the phone line died. [REDACTED] then entered and told WOODWARD and others that a plane had just crashed into the WORLD TRADE CENTER (WTC). WOODWARD said that during the entire conversation he had with SWEENEY, her voice remained calm and even. WOODWARD also stated that due to the things she was saying, he assumed she was in the rear of the aircraft and that no hijackers were near her. WOODWARD did not hear any noise in the background during the conversation. WOODWARD also stated he took notes during this entire conversation. The notes have been previously received by the FEDERAL BUREAU OF INVESTIGATION (FBI).

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b7C 09/14/2001

MICHAEL WOODWARD, American Airlines (AA) was telephonically contacted at his place of employment at Logan Airport. After being advised of the personal and official identities of the investigating Agent, WOODWARD provided the following information. WOODWARD stated that on September 11, 2001, when he talked to AA flight attendant AMY SWEENEY on board Flight 11 at approximately 8:30 a.m., he received the call at the MOD office at Logan Airport. The acronym MOD stands for Manager on Duty and is a resource office where the flight attendants can call with scheduling or administrative problems between 5:00 a.m. and 9:00 p.m. All of the flight attendants are given the MOD office numbers where WOODWARD works as a manager. WOODWARD stated there are two telephone lines coming into the MOD office which are 617-634-5352 and 617-634-5351, and AMY SWEENEY could have called on either line.

ALL INFORMATION CONTAINED
HEREIN IS UNCLASSIFIED
DATE 01-26-2007 BY 60324 AUC/BAW/CPB/YMW

09/14/2001 Boston, Massachusetts (telephonically)
265D-NY-280350 09/14/2001
SA [redacted]

REQ. #35-13

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MICHAEL WOODWARD, Flight Service Manager, American Airlines (AA), was contacted at the American Airlines administrative office at Logan Airport, Boston, Massachusetts. After being advised of the personal and official identities of the interviewing Agent and the identity of [redacted] Massachusetts State Police (MSP), WOODWARD provided the following information:

WOODWARD stated he is a flight service manager for American Airlines in Boston, Massachusetts. His job duties are to manage the flight crews on American Airlines flights.

On September 11, 2001, WOODWARD came to work at Logan Airport at 6:45 AM. WOODWARD was one of three managers on duty in the AA office. Sometime after 8:00 AM, EVELYN NUNEZ, one of the other managers, told him that two flight attendants had been stabbed and were administered oxygen. NUNEZ stated the plane was at Gate 32 and he went with BETH WILLIAMS to see if the plane was still there. They went to the gate, realized the flight had left and came back downstairs. Upon returning to the flight service office, WOODWARD learned that the call between NUNEZ and the flight attendant had been disconnected.

Shortly thereafter, the AA flight attendant AMY SWEENEY called on the airphone from Flight 11 and stated the flight had been hijacked. SWEENEY told WOODWARD the #1 attendant (KAREN MARTIN) and the #5 attendant (BOBBY ARUSTIGUE) has been stabbed. SWEENEY also stated that a business class passenger was stabbed and a doctor and nurse were caring for him. SWEENEY stated that three (3) hijackers gained access to the cockpit and the flight crew could not gain access or communicate with the pilots or the cockpit.

The hijackers were sitting in seats 10B, 9C, and 9G or 9D and 9G. SWEENEY described the hijackers as three Middle Eastern males. One of the males spoke good English and another spoke poor English.

ALL INFORMATION CONTAINED
HEREIN IS UNCLASSIFIED
DATE 01-26-2007 BY 60324 AUC/BAW/CPB/YMW

09/11/01 Boston, MA

265A-NY-280350-302

09/11/01

SA [redacted]

REQ. #35-13

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MICHAEL WOODWARD

09/11/01

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As the conversation continued, SWEENEY told WOODWARD the gentleman in business class is not going to make it because his throat is slashed and he is bleeding severely. She said that she did not think the captain was flying the plane. SWEENEY described how they were flying low over the water, then said "OH my God" and the call was terminated.

Before the plane crashed, SWEENEY stated that AA flight attendant, BETTY ONG, was in the last row of the coach section talking to someone on the air phone.

WOODWARD took notes while he was talking to SWEENEY which he signed and dated and gave to the interviewing Agent.

The following identifying information was obtained from WOODWARD:

NAME:

MICHAEL WOODWARD

DATE OF BIRTH:

SSAN:

ADDRESS:

MASSPORT ID#:

AA ID#:

